

Hello, I have been using Video Relay Service for almost 9 months now. I LOVE it so much better than traditional Relay (TTY). The only real serious complaint that I have is the incredibly LONG wait for getting an interpreter! Sometimes I have to wait like 30 minutes for someone to show up! So, I think that needs to be improved. But otherwise, this service by FAR exceeds the traditional relay call. I never have any problems with hearing consumers when using Video Relay. When I use the traditional TTY relay, I often have to deal with hearing consumers that don't understand that you have to say "GA" when it's my turn to talk. So, as a result, the Video Relay is a much better and more efficient.

Thank You!
Rita Straubhaar
Rochester, NY